



# **Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee**

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Wednesday, March 6, 2019

2:30 PM

5th Floor Board Room, Water Board Building

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## **Customer Service Committee Meeting**

### **1. CALL TO ORDER**

Chairperson Blackmon called the meeting to order at 3:53 p.m.

### **2. ROLL CALL**

**Present:** 3 - Commissioner Jane Garcia, Commissioner Jonathan Kinloch and Mary Blackmon

**Absent:** 1 - Commissioner John Henry Davis

### **3. APPROVAL OF AGENDA**

Chairperson Blackmon requested approval of the agenda.

**A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that the agenda be approved. The motion carried by a unanimous vote.**

### **4. APPROVAL OF MINUTES**

Chairperson Blackmon requested approval of the minutes of February 6, 2019.

**A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that the minutes be approved. The motion carried by a unanimous vote.**

### **5. PUBLIC PARTICIPATION**

There was none.

### **6. COMMUNICATIONS**

There was none.

### **7. UNFINISHED BUSINESS**

There was none.

### **8. NEW BUSINESS**

**A.     [19-0062](#)****Metrics**

**Sponsors:**       Gabon

**Attachments:**    [Metrics-2.28](#)

This Communication or Report was received and filed

**B.       Customer Service Update****C.     [19-0063](#)****Customer Service Quality Assurance**

**Sponsors:**       Gabon

**Attachments:**    [CSC Quality Assurance](#)

This Communication or Report was received and filed

**D.       Revised Planning Calendar (17-0127)**

This was received and filed.

**9.       OTHER MATTERS**

There was none.

**10.      NEXT MEETING**

April 3, 2019

**11.      ADJOURNMENT**

Chairperson Blackmon requested a motion to adjourn.

**A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Mary Blackmon that the meeting be adjourned. The motion carried by a unanimous vote.**

**There being no further business, the meeting adjourned at 4:33 p.m.**